

St Leger Homes of Doncaster  
East Area  
Summary of Performance for January 2007

APPENDIX B

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	Year to date	Performance since last month	Comments / Corrective Action
<b>Rent Arrears</b>													
1	Total rent due per month(Borough)	Monthly		£ 24,902,283			£ 3,218,820	£ 4,291,111			£43,019,471		
2	Total rent collected for any period(Borough)	Monthly		£ 25,081,580			£ 3,341,070	£ 4,621,033			£43,943,402	Improved	
3	% of rent collected against monthly debit(Borough)	Monthly		99.30%		101%	103.80%	107.69%				Improved	
4 - BVPI 66a (M)	% of rent collected against annual debit(Borough)	Quarterly		98.23%	98.59%	98.70%	99.18%						
5 - GNPI 29 (CIPFA)	% of current arrears against annual debit	Monthly	North East	2.20%		2.10%	1.67%	1.73%				Deteriorated	
			South East	2.04%		1.80%	2.12%	2.15%				Deteriorated	
6	Total of current arrears against annual debit	Monthly	North East	£174,979			£174,680	£181,264				Deteriorated	
			South East	£302,494			£305,073	£308,634				Deteriorated	
7	Total former tenant arrears	Monthly	North East	£421,405			£365,801	£364,449				Improved	
			South East	£465,645			£459,655	£461,054				Deteriorated	
8	Total number of former tenants in arrears	Monthly	North East	813			689	685				Improved	
			South East	933			903	901				Improved	
9	Total former tenant arrears collected	Monthly	North East	£23,595			£2,553	£3,297			£32,460	Improved	
			South East	£1,874			£2,811	£7,299			£42,754	Improved	
10	Arrears due to Supporting People(Borough)	Monthly		£28,305			£ 17,118	See Comments					There is no figure available for January, this is due to no subsidy postings from the 8 January 2007. Double payments will be made in February.
11 - BVPI 78a	Time to process New Housing Benefit Claims (DMBC)	Monthly		28.35 days	26.4 days	29.4 days	26.33 days	26.36 days					
12 - BVPI 78b	Time to process change of circumstances (DMBC)	Monthly		15.41 days	9.1 days	16 days	11.69 days	11.79 days					
13 - BVPI 66b (M)	No. of tenants with > 7 weeks rent arrears as % of total number of tenants (Borough)	Quarterly		4.34%	4.12%	4%	3.83%						
14 - BVPI 66c (M)	% of tenants in arrears who have had a notice seeking possession served(Borough)	Quarterly		52.36%	17.06%	48%	10.46%						
15 - (CIPFA)	No. of Notice of Seeking Possession (Rent Arrears)	Monthly	North East	737			26	57			711	Deteriorated	
			South East	715			30	67			544	Deteriorated	

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16 - (CIPFA)	No. of Notices to Quit (Rent Arrears - Notices for Use in Occupation)	Monthly	North East	14			0	0			1	Unchanged		
			South East	14			2	1			3	Improved		
17 - (CIPFA)	No. of Notices of Proceedings for Possession (Borough)	Monthly		448			19	40			346	Deteriorated		
18 - (CIPFA)	Actual Possession Orders (Borough)	Monthly		388			18	31			269	Deteriorated		
19 - BVPI 66d (M)	% of tenants evicted as a result of rent arrears(Borough)	Monthly		0.44%		0.35%	0.02%	0.02%			0.24% (3rd Quarter)			
20 - (CIPFA)	Evictions (Borough)	Monthly		103			7	5			75	Improved		
21	Arrears written off	Monthly	North East	£15,085			£9,036	£3,468			£76,403	Improved		
			South East	£1,874			£10,547	£2,358			£57,929	Improved		
22 - (CIPFA)	Rent Arrears < 13 Weeks £ (Borough)	Monthly					£752,014.94	£655,777.57				Improved		
	Number in Arrears (Borough)						5,631	4,831				Improved		
23 - (CIPFA)	Rent Arrears 14-26 Weeks £ (Borough)	Monthly					£255,425.62	£248,428.65				Improved		
	Number in Arrears (Borough)						321	271				Improved		
24 - (CIPFA)	Rent Arrears > 26 weeks £ (Borough)	Monthly					£66,339.27	£63,589.40				Improved		
	Number in Arrears (Borough)						41	44				Deteriorated		
25	Total Number in Arrears (Borough)						5,993	5,146				Improved		
26	Service Satisfaction Levels (Borough)	Annual											Service satisfaction levels are to be undertaken through telephone survey. To commence February 2007. First satisfaction levels to be available March 2007.	
<b>Voids and Lets</b>														
27 - BVPI 212 (new definition 05/06 - prev BV68) (M)	Average time to re-let empty properties (cumulative from April '06)	Monthly (cumulative)	North East	72.33 days		29 days	36 days	30.45 days			29.39 days		Improved	
			South East	60.67 days		29 days	36 days	30.53 days			30.58 days		Unchanged	
	Average Days in Transit 1	Monthly (cumulative)	North East	4.66 days			0 days	-2.1 days			-2.03 days			
			South East	-0.86 days			0 days	-1.37 days			-0.43 days			
	Average Days with Building Services	Monthly (cumulative)	North East	51.34 days			26 days	25.03 days			23.72 days		Improved	
			South East	47.4 days			26 days	21.31 days			20.6 days		Improved	
	Average Days in Transit 2	Monthly (cumulative)	North East	0.08 days			0 days	0.01 days			0.01 days			
			South East	0.14 days			0 days	0 days			0 days			
Average Days with Lettings	Monthly (cumulative)	North East	16.25 days			10 days	7.51 days			7.66 days		Deteriorated		
		South East	13.99 days			10 days	10.59 days			10.41 days		Improved		
28	SLHD average time to re-let properties - days (includes properties terminated after 1 October'05 - relet from 1 April'06)	Monthly (cumulative)	North East				36 days	30.71 days			29.58 days		Improved	
			South East				36 days	29.87 days			30.07 days		Deteriorated	
	Average Days in Transit 1	Monthly (cumulative)	North East				0 days	-2.12 days			-2.05 days			
			South East				0 days	-1.38 days			-0.43 days			
	Average Days with Building Services	Monthly (cumulative)	North East				26 days	25.26 days			23.91 days		Improved	
			South East				26 days	21.42 days			20.75 days		Improved	
	Average Days in Transit 2	Monthly (cumulative)	North East				0 days	0.01 days			0.01 days			
			South East				0 days	0 days			0 days			
Average Days with Lettings	Monthly (cumulative)	North East				10 days	7.56 days			7.71 days		Deteriorated		
		South East				10 days	9.83 days			9.75 days		Improved		
29	Average time to re-let empty properties (per calendar month)	Monthly	North East	39.67 days			36 days	15.55 days			17.66 days		Deteriorated	
			South East	45.5 days			36 days	19.15 days			31 days		Deteriorated	
	Average Days in Transit 1	Monthly	North East	-1.61 days			0 days	-2.17 days			-1.29 days			
			South East	-3.07 days			0 days	-1.94 days			6.54 days			
	Average Days with Building Services	Monthly	North East	29.57 days			26 days	12.79 days			9.71 days		Improved	
			South East	33.27 days			26 days	15.64 days			15.39 days		Improved	
	Average Days in Transit 2	Monthly	North East	0 days			0 days	0 days			0 days			
			South East	0 days			0 days	0 days			0 days			
Average Days with Lettings	Monthly	North East	11.71 days			10 days	4.93 days			9.24 days		Deteriorated		
		South East	15.3 days			10 days	5.45 days			9.07 days		Deteriorated		

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30	SLHD average time to re-let properties - per calendar month (includes properties terminated after 1 October '05 - relet from 1 April '06)	Monthly	North East			36 days	16.56 days	17.67 days				Deteriorated		
			South East			36 days	19.69 days	31.58 days				Deteriorated		
	Average Days in Transit 1	Monthly	North East			0 days	-2.33 days	-1.28 days						
			South East			0 days	-2 days	6.69 days						
	Average Days with Building Services	Monthly	North East			26 days	13.74 days	9.71 days					Improved	
			South East			26 days	16.13 days	15.73 days					Improved	
	Average Days in Transit 2	Monthly	North East			0 days	0 days	0 days						
			South East			0 days	0 days	0 days						
Average Days with Lettings	Monthly	North East			10 days	5.15 days	9.24 days					Deteriorated		
		South East			10 days	5.56 days	9.16 days					Deteriorated		
31	No. of properties terminated	Monthly	North East	331		27	19				235			
			South East	416		45	41				369			
32	% (E) of rent lost through dwellings becoming vacant	Monthly (cumulative)	North East	4.15%		2.50%	2.94% (E228,422.08)	2.86% (E240,438.89)					Improved	
			South East	1.25%		1%	0.81% (E86,494.12)	0.79% (E92,056.26)					Improved	
33	Total No. of Voids (gross)	Monthly					395	374				Improved	This figure includes lettable, non-lettable and voids earmarked for demolition etc. This number of properties generates the void rent loss figure.	
34	% of Voids (gross)	Monthly					1.85%	1.75%				Improved		
35	No. of lettable voids	Monthly	North East	31			9	8						
			South East	44			31	32						
36	% of lettable voids	Monthly	North East	0.73%		0.55%	0.22%	0.19%					Improved	
			South East	0.73%		0.55%	0.52%	0.54%					Deteriorated	
37	No. of non-lettable voids	Monthly	North East	124			47	48						
			South East	8			6	4						
38	% of non-lettable voids	Monthly	North East	2.90%			1.12%	1.15%					Deteriorated	
			South East	0.13%			0.10%	0.07%					Improved	
39	No. of voids earmarked for demolition / other use	Monthly					100	103						
40	% of voids earmarked for demolition / other use	Monthly					0.47%	0.48%						
41	No. of voids received at Depot	Monthly	North East	219			20	15			178			
			South East	474			34	48			379			
42	No. of voids with the Depot > 30 days	Monthly	North East	9		0	0	0					Unchanged	
			South East	3		0	2	2					Unchanged	
43	Average cost £ per void -Borough	Monthly				£2,500	£2,422.12	£2,399.34					Information provided by the Finance Team. Figures include 'work in progress' as this illustrates a more accurate figure.	
44	No. of expressions of interest on the waiting and transfer lists	Monthly	North East	6,104			4,243	4,282						
			South East	7,947			5,548	5,598						
45	No. of expressions of interest on the waiting list	Monthly	North East				3,880	3,920						
			South East				5,057	5,107						
46	No. of expressions of interest on the transfer list	Monthly	North East				363	362						
			South East				491	491						
47	No. of applications waiting registration out of timescale (10 working days) - Borough	Monthly		N/A		<20	0	95				Deteriorated		
48	No. of applications waiting additional information(Borough)	Monthly		N/A			81	111				Deteriorated		
49	Total no. of new lettings (All)	Monthly	North East				29	20			242			
50	Total no. of new lettings (General Need)					81		14	7			94		
51	Total no. of new lettings (Senior Citizen)					117		10	10			97		
52	Total no. of new lettings (Single Persons)					32		2	1			27		
53	Total no. of new lettings (Disabled)					9		0	0			2		
54	Total no. of new lettings (Transfers)					43		3	2			22		

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55	Number of Homeless Allocations						3	2			31		
56	Total no. of new lettings (All)	Monthly	South East	438			33	52			396		
57	Total no. of new lettings (General Need)			158			16	30			137		
58	Total no. of new lettings (Senior Citizen)			132			7	11			132		
59	Total no. of new lettings (Single Persons)			115			8	6			101		
60	Total no. of new lettings (Disabled)			8			0	1			2		
61	Total no. of new lettings (Transfers)			25			2	4			24		
62	Number of Homeless Allocations								13	19			94
63	Total units of housing stock	Monthly	North East	4,270			4,184	4,175					
			South East	5,998			5,954	5,951					
64	Total number of sales	Monthly	North East	153			3	2			31		
			South East	155			4	3			44		
65	No. of properties approved for demolition (Borough)	Monthly		200			0	0			0		
66	No. of properties demolished	Monthly	North East	96			17	10			84		
			South East	4			0	0			0		
67	Total number of acquisitions	Monthly	North East	29			3	0			4		
			South East	1			0	0			0		
68	Service Satisfaction Levels (Post Tenancy Survey) Borough	Monthly											
<b>Repairs and Maintenance</b>													
69 - BVPI 72	% of urgent repairs completed within Government time limits (orders < than £250 - All Contractors)	Monthly (cumulative)	North East	95.34%			99.56%	99.05%					Deteriorated
			South East	88.42%			98.17%	97.95%					Deteriorated
70 - BVPI 185 (M)	% of appointments made and kept	Monthly (cumulative)	North East			90%	98.17%	97.79%					Deteriorated
			South East			90%	97.34%	96.91%					Deteriorated
71 - BVPI 73	Average time taken to complete non-urgent repairs - All Contractors	Monthly (cumulative)	North East	12.67 days			9.3 days	9.2 days					Improved
			South East	13.31 days			7.7 days	7.9 days					Unchanged
72	Average cost per repair (excludes void repairs)	Monthly (cumulative)	North East										
			South East										
73	% of repairs completed on first visit	Monthly (cumulative)	North East			80%							
			South East			80%							
74	Category A (2 hours) repairs completed in timescale - Percentage (Average Hours)	Monthly (cumulative)	North East			100%	97.10%	97.2% (2.14 hrs)					Improved
			South East			100%	97.30%	97.6% (2.08 hrs)					Improved
75	Category B (24 hours) repairs completed in timescale - Percentage (Average Hours)	Monthly (cumulative)	North East			100%	97.90%	97.9% (31.04 hrs)					Unchanged
			South East			100%	96.70%	96.9% (28.37 hrs)					Improved
76	Category C (5 Working Days) repairs completed in timescale - Percentage (Average Days)	Monthly (cumulative)	North East			97%	93.80%	94.6% (4.34 days)					Improved
			South East			97%	94.10%	94.7% (4.28 days)					Improved
77	Number of properties with an up to date CP12 (Borough)	Monthly				100%	99.19%	99.53%					Improved
78	Gas Servicing - % of annual programme complete (Borough)	Monthly				100%	77%	87%					Performance is just short of target set at 89.44% for January.
79	Gas Servicing - No access injunctions (Cumulative) (Borough)	Monthly				0%	1.01%	1.01%					
80	Gas Servicing - Outstanding > 12 months (Borough)	Monthly				0	130	74					Improved

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81	Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings (Borough)	Monthly		P-20.54% R-79.46%		P-35% R-65%	P - 16% R - 84%	P - 16.6% R - 83.4%			P - 17.5% R - 82.5%		
82	Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings - includes Capital Planned Maintenance (Borough)	Monthly					P - 57% R - 43%	P - 44% R - 56%			P - 59% R - 41%		New Indicator
83	Total number of calls received (Repairs Contact Centre)	Monthly					11,034	19,158			108,220		Adverse weather conditions on 18th and 19th January increased incoming calls by approximately 2.5 times.
84	Average queue time	Monthly				25 Secs	3 mins 29 sec	4 mins 21 sec				Deteriorated <b>R</b>	As above.
85	Number of abandoned calls (hang-ups)	Monthly					2,966	6,590			29,899	Deteriorated	
86	% of abandoned calls (hang-ups)	Monthly				< 2%	26.88%	34.40%			27.63%	Deteriorated	
87	Service Satisfaction Levels (telephone survey) (Borough)	Monthly					93.1%						
<b>Estate Management</b>													
88	No. of anti-social behaviour complaints / breaches of tenancy conditions received	Monthly	North East	450			77	50			675		Revised PI's to meet Respect Agenda launched by Housemark on the 31st October 2006.
			South East	3059			40	92			846		
89 - (HM)	No. of new ASB cases per 1000 properties managed	Quarterly	North East				18.03						
			South East				6.67						
90	No. of anti-social behaviour cases accepted by ASB Team	Monthly	North East	0			0	1			1		Revised PI's to meet Respect Agenda launched by Housemark on the 31st October 2006.
			South East	9			0	0			0		
91	No. of anti-social behaviour / breaches of tenancy conditions cases ongoing	Monthly	North East				393	330				Improved	
			South East				191	213				Deteriorated	
92 - (HM)	No. of live cases per 1000 properties managed	Quarterly	North East				93.93						
			South East				32.08						
93	No. of anti-social behaviour / breaches of tenancy conditions cases closed	Monthly	North East	177			40	113			478	Improved	
			South East	2222			170	70			814	Deteriorated	
94 - (HM)	No. of cases successfully resolved per 1000 properties managed	Quarterly	North East										Information will be available March 2007.
			South East										
95	No. of cases successfully resolved per 1000 properties managed	Monthly	North East				10.53	14.37				Improved	
			South East				18.50	6.55				Deteriorated	
96 - (HM)	No. of cases closed per 1000 properties managed	Quarterly	North East										Information will be available March 2007.
			South East										
97	No. of cases closed per 1000 properties managed	Monthly	North East				3.27	12.69				Improved	
			South East				9.84	5.12				Deteriorated	
98	No. of Notice of Seeking Possession (excluding Rents)	Monthly	North East	38			2	0			9	Improved	
			South East	156			1	0			13	Improved	
99	No. of Demoted Tenancy Notices served (for ASB only)	Monthly	North East				2	0			2		
			South East				1	0			1		
100	No. of Demotion orders obtained	Monthly	North East				0	0			0		
			South East				0	0			0		
101	No. of Injunctions obtained	Monthly	North East				0	0			0		
			South East				0	3			6		
102	No. of estate walks completed	Monthly	North East	25			7	5			49	Deteriorated	
			South East	6			4	8			64	Improved	
103	Service Satisfaction Levels (Borough)	Quarterly											
<b>Capital Programme</b>													
104	No. of non decent homes made decent this year (Borough)	Monthly		1,308		722	19	11			574		
105	Total number of non-decent homes (end of year figure prior to baseline reassessment) (Borough)	Monthly (cumulative)		12,016		12,319	12,480	12,469			12,469		
106	Total number of decent homes (of 21,636 - stock @ 1 April 2006) (Borough)	Monthly		10,493		9,317	9,156	9,167			9,167		

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107	Average cost to make a home decent (Borough)	Monthly (cumulative)		£11,021		£ 12,000	See Comments	See Comments					Financial report under review	
108	% of properties completed within timescale - 38 days (Borough)	Monthly		97.82% (quarter 4)		95%	82%	29%					Of the 17 handovers in January only the 5 at Hexthorpe were within time allowed by KPI 2A. The 12 at Scawthorpe were all late due to the continued impact of the delays from splitting sub mains and gas connections.	
109	Service Satisfaction Levels (Borough)	Monthly (cumulative)		94.57%		95%	94.81%	94.69%				Deteriorated <b>R</b>		
<b>Leaseholder</b>														
110	% of leaseholders in arrears (Borough)	6 Months				< 3%								
111	% of arrears (Borough)	6 Months				< 3%								
<b>Human Resources</b>														
112	No. of FTE employees (Borough)	Monthly		666			687.5	694						
113	No. of full time equivalent staff in employment by Section	Monthly	North East	26			27.5	27.5					Estate Management	
			South East	69.5			38	38					Estate Maintenance	
			East	26.5			60	60						Estate Management
				124			62	62						Empty Homes
							21	21						Non-Urgent Repairs
114	No. of employees on long term sickness by Section	Monthly	North East	1			0	0				Unchanged	Estate Management	
			South East	2			2	3				Deteriorated	Estate Maintenance	
			East	0			0	1				Deteriorated	Empty Homes	
				3			4	3				Improved	Non-Urgent Repairs	
							1	1				Unchanged	Urgent Repairs	
115	Days (%) lost through sickness by Section	Monthly	North East	193 (3.02%)			12 (1.41%)	48 (5.63%)					Deteriorated	Estate Management
			South East	455 (2.89%)			67 (5.69%)	82 (6.96%)					Deteriorated	Estate Maintenance
			East	309 (3.74%)			8 (0.43%)	28 (1.51%)					Deteriorated	Empty Homes
				1706 (5.66%)			85 (4.42%)	57 (2.97%)					Improved	Non-Urgent Repairs
							27 (4.15%)	19 (2.92%)					Improved	Urgent Repairs
116	Average No. of days lost per FTE employees by Section	Monthly	North East	0.92 days			0.44 days	1.75 days					Deteriorated	Estate Management
			South East	0.87 days			1.76 days	2.16 days					Deteriorated	Estate Maintenance
			East	1.14 days			0.13 days	0.47 days					Deteriorated	Empty Homes
				1.72 days			1.37 days	0.92 days					Improved	Non-Urgent Repairs
							1.29 days	0.9 days					Improved	Urgent Repairs
117	Cost of sickness	Monthly				£41,932.16	£55,677.12					Deteriorated		
118	% of top 5% of earners that are women (Borough)	Quarterly		38.89%		50%	41.18%						DMBC Target Adopted	
119	% of top 5% of earners that are from Minority Ethnic Communities. (Borough)	Quarterly		2.85%		2.23%	2.94%						DMBC Target Adopted	
120	% of women employed (Borough)	Quarterly					31.66%							
121	% of men employed (Borough)	Quarterly					68.34%							
122	% of staff that are from Minority Ethnic Communities (Borough)	Quarterly					1.33%							
123	The number of staff declaring that they meet the DDA disability definition as a % of the total workforce (Borough)	Quarterly				2.64%	1.39%						DMBC Target Adopted	
124	Minority Ethnic Board members (Borough)	Monthly		1			0	0				Unchanged		
125	Number of Staff Appraisals completed (Borough)	Monthly (cumulative)				100%	273	609					No. of Appraisals outstanding = 112	
<b>Customer Satisfaction</b>														
126	No. of Mayoral Enquiries received (Borough)	Monthly (cumulative)		169			36	44			44			
127	No. of MP Enquiries received (Borough)	Monthly (cumulative)		214			142	152			152			
128	No. of complaints received	Monthly (cumulative)	North East	13			0	5			36		Estate Management	
			South East	73			7	12			91		Estate Maintenance	
			23			1	2			36		Estate Management		
			64			8	14			167		Estate Maintenance		
129	% of complaints responded to within timescale (7 days and 28 days) (Borough)	Monthly (cumulative)		7 days = 62.17%		7 days = 75%	7 days = 57.99%	7 days = 58.33%				7 days = Improved <b>R</b>		
				28 days = 82.70%		28 days = 90%	28 days = 92.27%	28 days = 90.18%				28 days = Deteriorated <b>G</b>		

St Leger Homes of Doncaster  
East Area  
Summary of Performance for January 2007

	Description	Frequency	Area	05/06 Outturn	All of England Top Quartile 2005/06	Target 06/07	Dec-06	Jan-07	Feb-07	Mar-07	Year to date	Performance since last month	Comments / Corrective Action
131	No. of complaints outstanding more than > 28 days(Borough)	Monthly				0	0	0				Unchanged	
132	No. of ombudsman complaints received(Borough)	Monthly		15		0	0	0			8		Correct figures have now been received from DMBC.
133	No. of compliments received	Monthly	North East	15			0	0			7	Unchanged	Estate Management
				80			1	3			22	Improved	Estate Maintenance
			South East	11			2	1			28	Deteriorated	Estate Management
				34			1	1			26	Unchanged	Estate Maintenance
<b>Annual Information (across the business)</b>													
134 - BVPI 63	Average SAP Rating Council Dwellings(Borough)	Quarterly		62	69	63	62.1						
135 - BVPI 74a	Tenant Satisfaction with Landlord (All)(Borough)	3 Years		N/A		74%					73%		STATUS Survey completed November 2006. Satisfaction has increased compared to results in 2003/04.
136 - BVPI 74b	Tenant Satisfaction with Landlord (Ethnic Minority Tenants)(Borough)	3 Years		N/A		74%					64%		As above
137 - BVPI 74c	Tenant Satisfaction with Landlord (non Ethnic Minority Tenants)(Borough)	3 Years		N/A		74%					73%		As above
138 - BVPI 75a	Tenant satisfaction with participation (All)(Borough)	3 Years		N/A		60%					61%		As above
139 - BVPI 75b	Tenant satisfaction with participation (Ethnic Minority Tenants)(Borough)	3 Years		N/A		60%					67%		As above
140 - BVPI 75c	Tenant satisfaction with participation (non-Ethnic Minority Tenants)(Borough)	3 Years		N/A		60%					61%		As above
141 - BVPI 164	Equal access to Social Housing - does the organisation follow the CRE Code Of Practice (yes/no)(Borough)	Annual		Yes		Yes							
142 - BVPI 184a (M)	Proportion of homes non-decent standard at start of year(Borough)	Annual		60.00%	16.00%	60%							60% non-decent @ 01.04.06
143 - BVPI 184b (M)	% change in the proportion of non-decent homes within the year(Borough)	Quarterly		9.82%	28.30%	5.49%	0.8%				4.29%		2005/06 Year end = 9.82%

Key	<span style="color: green;">G</span> On Target	<span style="color: red;">R</span> Off Target
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(M) - Performance Indicator part of the Management Agreement with DMBC

(CIPFA) - Performance Indicator used as part of the Chartered Institute of Public Finance & Accountancy

(HM) - Housemark Activity Measure